

## SUPPORTED LIVING (SL) ADMINISTRATIVE STANDARDS

### For-profit and not-for-profit agencies:

1. Articles of incorporation
2. Table of organization
3. By-laws
4. List of current board of directors with their affiliations and a conflict of interest policy for the selection of board members.
5. Proof of not-for-profit status, if applicable
6. Proof of charitable solicitation status, if applicable
7. Statement of mission and philosophy consistent with the SL Model
8. Scope of services the provider is capable of rendering
9. Provider specific entrance/exit criteria consistent with Chapters 10F-8.023 - 10F-8.034, F.A.C.
10. An annual financial audit reporting sound financial standing which may be part of an agency-wide audit
11. Procedures for serving as fiscal agent to individuals served (i.e., serving as representative payee, cosigner on bank accounts, maintaining physical possession of bank books, or otherwise controlling the individual's finances) which require:

(NOTE: The individual should have a fiscal agent only in situations where it is the consensus of the support team and case manager that the individual is in need of such services and this need is identified in the supported living plan. The provider may serve as fiscal agent of last resort only in situations where no family member, friend, significant, other, or non-provider agency is willing and/or capable of serving as fiscal agent. The procedures identified below should be in place for use only in such situations.)

- a. The informed consent of the individual served, guardian, or guardian advocate (as applicable)
- b. Consistency with the individual's ability to manage his/her own money, as evidenced through documented skill assessments
- c. Approval of the individual's habilitation planning committee supported living team as being programmatically necessary

- d. Funds to be placed in an account in the name of the individual served and not co-mingled with any other consumers' funds, program funds, or agent's accounts
  - e. Accurate records documenting the disposition of any individuals' funds under full control of fiscal agent
  - f. Bank accounts and statements to be reconciled monthly and any discrepancies to be reported to the case manager
  - g. The individual's the bank book, bank statements, and any other personal finance records will be available to the case manager for review as part of the quarterly monitoring visit
- 12. Financial records which are maintained in accordance with a recognized system of accounting used to accurately reflect details of the business
  - 13. Professional liability insurance and appropriate automobile insurance or written employee notification that the agency does not provide such coverage
  - 14.
  - 15. Proof of Worker's Compensation Insurance when required by law
  - 16. Evidence that the SL coaching staff have relevant education and experience equivalent to the qualifications of a Behavioral Program Specialist (State of Florida Career Service Class Specification #5751) and personal assistance staff have relevant education and experience equivalent to the qualifications of a Human Services Worker II (State of Florida Career Service Class SPECIFICATION #5079)
  - 17. Job descriptions for the positions of program staff who provide SL services
  - 18. In-service training schedule and documentation that it has occurred
  - 19. Annual employee evaluations for SL program staff
  - 20. Evidence that personnel meet applicable background screening requirements pursuant s. 393.0655, Florida Statutes
  - 21. Evidence that SL program staff have received AIDS training equivalent to the educational course required for employees of licensed residential facilities pursuant s. 381.043, Florida Statutes

22. Assurances that:

- a. The provider shall maintain financial records and documentation pertaining to service delivery and Medicaid claims for a period of five years after the provision of services which shall be available for review by authorized federal and departmental personnel.
- b. The provider shall comply with:
  - i. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance,
  - ii. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000e et seq., in regard to employees or applicants for employment,
  - iii. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of handicap in programs and activities receiving or benefiting from federal financial assistance,
  - iv. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance, and
  - v. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
- c. The provider shall uphold the rights and privileges of persons with developmental disabilities as provided by s. 393.13, Florida Statutes, "The Bill of Rights of Persons Who are Developmentally Disabled."
- d. The provider shall report to the department any unusual incidents regarding services to individuals in a manner prescribed in HRSR 215-6 and shall also report to the Florida Abuse Registry any incidents which involve physical or emotional abuse or neglect in accordance with s. 415.103, Florida Statutes.
- e. The provider shall submit individual progress reports to the case manager at least ten working days prior to the individual's Habilitation Plan reassessment and participate in all full Habilitation Planning committee (HPC) meetings.

- f. When a supported living arrangement is in jeopardy, the provider shall coordinate with the district office to exhaust all supported living arrangement alternatives before the individual is discharged to a more restrictive setting.
23. An internal grievance procedure which:
- a. Specifies the procedures individuals served, guardians, or guardian advocates must follow when filing formal grievances
  - b. Includes staff with problem solving authority in the grievance procedure
  - c. Includes staff education regarding the importance of the grievance procedure and the rights of the individuals served
  - d. Includes the communication of procedural steps in clear, understandable language to the individuals served
  - e. Provides assistance to individuals served in utilizing the grievance procedure through a third party which may be an SL volunteer monitoring board member
  - f. Requires that grievances be resolved within 30 days of filing or be forwarded to the district Developmental Services program office for resolution
  - g. Includes a log of all grievances filed by individuals served
  - h. Includes a log of informal complaints received from individuals served which are not formal grievances which shall include date, name, nature of complaint, and disposition
  - i. Requires that responses to individuals served are provided verbally and in writing at the individual's level of comprehension.
  - j. Provides for review of grievance procedures at least annually with each individual served, guardian, or guardian advocate (as applicable)
24. Consumer records which include, but are not limited to, the following:
- a. Demographic information
  - b. Proof of eligibility as appropriate (e.g., current Medicaid card, diagnosis with supporting evaluations, etc.)
  - c. Name and contact information for the coach and other back-up supports

- d. Name and address of doctor/clinic, dentist, and hospital of choice
- e. Updated medical information (including allergies and current medications)
- f. Consent for services
- g. Appropriate authorizations for routine medical/dental services
- h. Appropriate authorizations to release confidential information
- i. Appropriate assessments
- j. Current habilitation plan (also known as individual support plan), including the supported living plan
- k. Appropriate documentation of service delivery including records of dates, times and summary of contact with the individual in supported living
- l. Name of individual's case manager
- m. Names of members of supported living team and monitoring board

**Individual vendors:**

- 1. Statement of philosophy consistent with the SL Model
- 2. Scope of services vendor is capable of rendering
- 3. Vendor specific entrance/exit criteria consistent with Chapters 10F-8.023 - 10F-8.034, F.A.C.
- 4. For providers of coaching services, evidence of relevant education and experience equivalent to the qualifications of a Behavioral Program Specialist (State of Florida Career Service Class Specification #5751); for providers of personal assistance services, evidence of relevant education and experience equivalent to the qualifications of a Human Services Worker II (State of Florida Career Service Class Specification #5079).
- 5. Evidence of participation in continued education/training relevant to job description
- 6. Evidence of professional license as applicable
- 7. Evidence that the vendor meets applicable background screening requirements pursuant s. 393.0655, Florida Statutes
- 8. Evidence that the vendor has received AIDS training equivalent to the educational course required for employees of licensed residential facilities pursuant s. 381.043, Florida Statutes.

9. Appropriate auto insurance and driver's license
- 10. Procedures for serving as fiscal agent to individuals served (i.e., serving as representative payee, co-signer on bank accounts, maintaining physical possession of bank books, or otherwise controlling the individual's finances) which require:

(NOTE: The individual should have a fiscal agent in situations where it is the consensus of the support team and case manager that the individual is in need of such services and this need is identified in the supported living plan. The vendor may serve as fiscal agent of last resort only in situations where no family member, friend, significant other, or non-provider agency is willing and/or capable of serving as fiscal agent. The procedures identified below should be in place for use only in such situations.)+

- a. The informed consent of the individual served, guardian, or guardian advocate (as applicable)
  - b. Consistency with the individual's ability to manage his/her own money, as evidenced through documented skill assessments
  - c. Approval of the individual's supported living team as being programmatically necessary
  - d. Funds to be placed in an account in the name of the individual served and not co-mingled with any other consumer's funds, program funds, or accounts of the fiscal agent
  - e. Accurate records documenting the disposition of any individuals' funds under full control of the vendor
  - f. Bank accounts and statements to be reconciled monthly and any discrepancies to be reported the individual's case manager
  - g. The individual's case manager to review the bank book, bank statements, and any other personal finance records maintained by the provider as part of the quarterly monitoring visit
11. Financial records which are maintained in accordance with a recognized system of accounting used to accurately reflect details of the business
  12. Assurances that:
    - a. The vendor shall maintain financial records and documentation pertaining to service delivery and Medicaid claims for a period of five years after the provision of services which shall be available for review by authorized federal and departmental personnel.

b. The vendor shall comply with:

- i. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance,
  - ii. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000e et seq., in regard to employees or applicants for employment,
  - iii. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits; discrimination on the basis of handicap in programs and activities receiving or benefiting from federal financial assistance,
  - iv. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance, and
  - v. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
- c. The vendor shall uphold the rights and privileges of persons with developmental disabilities as provided by s. 393.13, Florida Statutes, "The Bill of Rights of Persons Who are Developmentally Disabled."
- d. The vendor shall report to the department any unusual incidents regarding services to program participants in a manner prescribed in HRSR 215-6 and shall also report to the Florida Abuse Registry any incidents which involve physical or emotional abuse or neglect in accordance with s. 415.103, Florida Statutes.
- e. The vendor shall submit individual progress reports to the case manager at least ten working days prior to the individual's Habilitation Plan reassessment and participate in all full Habilitation Planning Committee (HPC) meetings.
- f. When a supported living arrangement is in jeopardy, the vendor shall coordinate with the district office to exhaust all supported living arrangement alternatives before the individual is discharged to a more restrictive setting.

13. An internal grievance procedure which:

- a. Specifies the procedures individuals served, guardians, or guardian advocates must follow when filing formal grievances
- b. Includes the communication of procedural steps in clear, understandable language to individuals served
- c. Provides assistance to individuals served in utilizing the grievance procedure through a third party which may be an SL volunteer monitoring board member
- d. Requires that grievances be resolved within 30 days of filing or be forwarded to the district Developmental Services program office for resolution
- e. Includes a log of all grievances filed by the individuals served
- f. Includes a log of informal complaints received from the individuals served which are not formal grievances which shall include date, name, nature of complaint, and disposition
- g. Requires that responses to individuals served are provided verbally and in writing at the individual's level of comprehension.
- h. Provides for review of grievance procedures at least annually with each individual served, guardian, or guardian advocate (as applicable)

14. Consumer records which include, but are not limited to, the following:

- a. Demographic information
- b. Proof of eligibility as appropriate (e.g., current Medicaid card, diagnosis with supporting evaluations,
- c. Name and contact information for the vendor and other back-up supports
- d. Name and address of doctor/clinic, dentist, and hospital of choice
- e. Updated medical information (including allergies and medications)
- f. Consent for services
- g. Appropriate authorizations for routine medical/dental services
- h. Appropriate authorizations to release confidential information



- i. Appropriate assessments and their summaries
- j. Current habilitation plan (also known as individual support plan), including the supported living plan
- k. Appropriate documentation of service delivery, including records of dates, times and summary of contact with the individual in supported living.
- l. Name of the individual's case manager
- m. Names of the members of the supported living team and monitoring board